



**Solicitation Information  
March 28, 2014**

**Addendum #1**

**RFP # 7548557**

**TITLE: RFP –DATA STORAGE AND DISASTER RECOVERY SYSTEM AND  
SUPPORT**

**Submission Deadline: April 7, 2014 @ 11:00 AM (Eastern Time)**

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO  
FURTHER QUESTIONS WILL BE ANSWERED.**

**Gail Walsh  
State of Rhode Island  
Division of Purchases**

RE: Vendor Questions for Bid #7548557 – Data Storage & Disaster Recovery System & Support

- Can you extend the due date to April 14, 2014? - **No**
- Do you have a timeline of events like start of project, cutover and go-live? – **TBD with Selected Vendor**
- How many Virtual Servers need to migrate to the new environment? - **15**
  - What is the size and configuration of these Virtual Servers? – **Windows based OS, Various Storage sizes**
- What services and or support are to be included in “Post-cutover support”? - **Onsite engineer presence for at least one full business day after services have been migrated to the new environment. This will be required to remediate any issues that might occur after completion of migration and testing. This will require engineering from both networking (Switching/Nexus) and data center (UCS, VMware, NetApp) areas.**
- “Over the Shoulder” training is expected to include what items? I.E. Training Materials, Leave Behinds, Operational Guides, Tests. – **Guides and relevant documentation**
  - How long should “Over the Shoulder” training last? – **One to Two Days**
  - Where will “Over the Shoulder” training take place? – **On Site**
  - Does the State of Rhode Island like to include follow up sessions at designated intervals? I.E. monthly, quarterly, semi-annually, or annually. – **Not at this time**
- How long would the managed engagement last in your opinion? – **5 years, then renewed yearly**
- On Page 6 you mention "Installation, cutover and testing" is there a component of Data Migration that you will need help with? – **Selected Vendor will responsible for Migration of legacy systems to new data center.**
- If yes, can you please provide further details on Data Migration? – **V2V using V-motion, and P2V.**
- What services and or support are included in “Post Installation Support”? - **Onsite engineer presence as needed to remediate any issues that could occur after equipment installation and before cutover and testing. This will require engineering from both networking (Switching/Nexus) and data center (UCS, VMware, NetApp) areas.**
- What services and or support are to be performed in “Managed Support Services (24x7)” and “Health Services”? - **The entire solution will require a single source, local help desk that can monitor and service the entire solution (UCS, Nexus, VMware hosts, guest servers, SAN, and network connectivity) and provide monitoring 24x7x365. Should an alert occur on any of these devices, the provider will work to solve the problem (such as restarting a failed server or process, performing a V-motion in VMware, etc.) Should the alert require dispatch to a RISF facility, the provider will dispatch an engineer onsite to remediate the problem and work with hardware vendors and telco providers where needed.**

**Also included is the requirement for an engineer onsite one day per month to perform health checks on all equipment, review logs, and to apply patches and updates where needed**

- Is the client looking for 30 minutes of free MACD support each month? - **RISP is looking for unlimited number of MAC support incidents, where the MAC can be completed in 30 minutes or less, at no charge as part of the support agreement. If a requested MAC should require more than 30 minutes of engineering time, it should be attempted to be worked in during the scheduled monthly onsite visit. There is no limit on the number of 30 minute MAC requests that may be made per day, per week, or per month.**
- Does the vendor need to dispatch within Rhode Island or will the client agree to an acceptable radius? I.E. within a two hour drive. – **Dispatch must be from within Rhode Island.**
- What degree would constitute a demonstrated familiarity with the State of Rhode Island data network? – **Minimum of two years active support of a State Agency data center or network.**
- Can you further describe the requirement for a National Certified Government CIO for project oversight and compliance? - **The CGCIO Certification is in addition to the PMP Certified Project Manager. This is a separate role to that of the PMP, and the purpose of this person will be to provide project oversight to manage organizational technology assets, IT governance, project management, risk assessment and management.**
- What is the forecasted annual growth rate over the next five years? – **Project Orientated, Undetermined at this time.**
- How will required future hardware and software upgrades be handled? – **RISP will be responsible for procuring future upgrades.**
- Will racks, PDUs, and UPS be provided? - **Yes**
- Where is the back-up data center located? What is its distance from the main DC, and what is the current latency delay between the two DCs? – **Due to security concerns we do not advertise our hot site location. Selected Vendor will be provided with this information.**
- What is the security procedure for having an authorized user access the data? Are there any additional requirements for Data Center Security? – **Security information is kept confidential and will be given to the selected vendor who meets our strict security requirements.**
- What maintenance level and term will be required for the hardware and software components? **24x7x365, 4 hour response time for the initial 5 year term.**
- What are the requirements for “Over the Shoulder: training of the RISP team? Is this a dedicate resource for 1 month for example? – **One week of training for internal support staff.**
- May the equipment be pre-staged and configured at the supplier’s site prior to onsite implementation? - **Yes**

- Does having 75% of Engineering, Technical, Monitoring and /or any personnel that would be allowed access to RISP networks or facilities, have held a valid Law Enforcement back ground check for a minimum of two years apply to only assign account team personnel? **No, it applies to the whole of the selected vendor's on staff full and part-time employed personnel.**
- Can you please let me know what the reason of the Nexus switches is? - **Nexus switches will be used for ten gigabit aggregation between the UCS fabric interconnects, the NetApp Storage, and the upstream switching in the data center**
- Can you please let me know what type of configuration do you need on the Nexus switches? - **This would be a straightforward layer-2 configuration, including configuration of VLANs, spanning-tree, and virtual port channels for redundancy**
- Can you please let me know how is going to be the connection with/between Nexus and UCS server? Same rack, same closet? How many per closet/rack? - **Do you have a network diagram for the connections? - The UCS chassis will connect via 10-gigabit SFP+ copper (aka twinax) from UCS chassis to UCS Fabric Interconnects, and from UCS fabric interconnects to Nexus switches. The approach will be a traditional "A and B path" implementation. All equipment will be housed in the same rack at each site**
- What type of connection do you need between Nexus, if any? - **No connections between Nexus 5K**
- What type of Fiber connection does the customer have? MM, SM..? - **Typically, OM3 50nm MM**
- I can see 4 transceiver (SFP) on the UCS servers but I do not see any transceiver (SFP) on the Nexus switches, do you required transceiver? - **No**
- Is there any existing equipment that AT&T needs to remove? If so, which one and quantities per site? **No**
- Will the customer designate a location at each location for the removed equipment to be placed? – **N/A**
- Can we assume that customer will provide enough space to the new equipment? **Yes**
- Can we assume that CAT5 or greater is already in place and properly terminated? **Yes**
- Can we assume that NO Demark Extension is required? **Yes**
- Can we assume that customer will be responsible to the UPS system? **Yes**
- Can you please let me know what is included in "Post-cutover support"? Please details. - **See above**
- RFP says: "Over the Shoulder" training of the RISP team by a Vendor implementation engineer." Can you please clarify this? Training for Admins? End users? How many? Training for UCS or Nexus? – **This is training for Network and Server admins on the RISP team. It is envisioned that this is one day or training as part of the project.**